

# Actions arising from previous meetings of the Audit and Governance Committee

30 January 2025



Outstanding Actions			
Meeting date	Minute	Action Owner	Update
Closed actions			
Meeting date	Minute	Action Owner	Update
25 July 2024 Treasury Management Outturn Minute No 12	<b>Action Point: A glossary of terms was requested to be added to enable ease of understanding in future.</b> The next steps would be to investigate funds with a better green credential and a table or chart of the current most ethical funds over a certain time period. <b>Action Point: Chief Accountant would bring information on ethical funds to the next meeting.</b>	Chief Accountant	Complete
25 July 2024 Risk Register Minute No 13	It was raised why the issue of the five-year land supply was not on the risk register. <b>Action Point: The matter would be taken up with colleagues and added to the risk register as appropriate.</b>	Business Manager for Continuity, Governance and Risk	Complete
25 July 2024 Risk Register Minute No 13	It was raised why the issue of the five-year land supply was not on the risk register. <b>Action Point: The matter would be taken up with colleagues and added to the risk register as appropriate.</b>	Business Manager for Continuity, Governance and Risk	Complete

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<p>28 November 2024 Minute No 33 Treasury Management Mid-Term Report</p>	<p>There was net income showed on page 54 which was regarding interest rates which was required to be produced according to CIPFA regulations; there were service investments and commercial investment property. There was a revenue stream from service investments. <b>Queries around the table and what was included in the various categories would be taken offline and an explanation would be sent to Members.</b></p>	<p>Chief Accountant</p>	<p>The report incorrectly classifies income from Service Investments as income from Commercial Investments for 2024/25 onwards and does not include Service investments in the actual for 23/24. From the Q3 report, the table will include an extra line to separate Service &amp; Commercial Investments.</p>
<p>28 November 2024 Minute No 35 Strategic Risk Register</p>	<p><b>The report would be brought back to the next meeting and recommendations agreed at that meeting as there was an urgent situation and the meeting was ended.</b></p>	<p>Business Manager for Continuity, Governance and Risk</p>	<p>The font size would be increase to size 12 Reference to the Tewkesbury cyber attack is replaced by Tewkesbury cyber incident The follow up action column is populated by head of Planning regarding the 5-year land supply risk Climate Change Manager is asked to confirm that the expanded climate emergency risk to include climate adaption has been address throughout the risk row columns including description/opportunity/impact, existing control, mitigation, contingency and follow up action</p>
<p>28 November 2024 Minute No 35 Strategic Risk Register</p>	<p><b>Information around consent to being filmed was included on the front sheet of meeting agenda packs; going forward, signs would also be added to entrance doors where meetings were being held.</b></p>	<p>Senior Democratic Services Officer</p>	<p>Complete</p>
<p>28 November 2024 Minute No 35 Strategic Risk Register 35</p>	<p>Members welcomed an All Member Briefing/ Training session on Councillor safety.</p>	<p>Head of Democratic and Electoral Services</p>	<p>Members have been signposted to a series of events by the LGA.</p>

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28 November 2024 Minute No 32 Customer Complaints Policy & Procedure	Further information would be provided on the personal register including the history of when it was created. the protection of the register, its efficiency, whether there would be an external and an internal one, how Members would be notified who was on the list and if GDPR would be applied, how data protection would be undertaken and articulated, and whether the register itself would be renamed.	Business Manager for Continuity, Governance and Risk	Response below
28 November 2024 Minute No 32 Customer Complaints Policy & Procedure	An explanation would be provided on why missed bin collections were not recorded as complaints to the Committee.	Business Manager for Continuity, Governance and Risk	Response below

## 28 November 2024 - Minute No 32 - Customer Complaints Policy & Procedure

Initially, a missed bin, or something similar is treated as a service request / failure, as the waste provider should rectify this by going and collecting the missed waste. The resident can report a missed bin via the contact centre or the council website [Report a missed collection - West Oxfordshire District Council](#) and the waste provider aims to collect the bin within two working days from the day the missed bin was reported.

Should this become a regular issue, such as we continue to miss the individuals bin, this would then be passed for formal investigation under the complaints process.

## 28 November 2024 - Minute No 32 - Customer Complaints Policy & Procedure

There is currently a register for Unreasonable Behaviour, however it only covers where members of the Public have behaved unacceptably and is not widely. This is managed by the safeguarding team.

The new policy and process is to bring together unacceptable behaviour and other potential risks, such as property risks.

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The register will be maintained by the Corporate Responsibility team who also manage data protection, and DPIA will be undertaken. The proposal is for access to only be given to Senior Managers and those who have regular contact with customers. The plan is to set it up so that there is a flag to those who have access if there have been any changes to the register. The Head of Dem Services will have access to enable members to be notified and also as a point of contact to check should you be arranging to visit residents etc.

The new policy will be implemented once the new customer complaints policy is up and running.